CG-11-00

EMPLOYEE ASSISTANCE PROGRAM (EAP)

The EAP Is designed to help civilian employees resolve personal problems before they interfere with job performance. It is also a resource for supervisors to manage troubled employees whose personal problems have contributed to declining performance. Assistance is provided on a confidential and professional basis, whether supervisory or self referred.

The EAP is based on the assumption that unmanageable personal and family problems have an adverse effect on job performance, attendance, safety, and reliability of Army civilian employees. while I do not wish to intrude upon civilian employees' private lives, intervention is appropriate when there are indications of declining performance, attendance problems, or on-the-job behavioral problems that interfere with productivity.

The objective of the EAP is to restore civilian employees to acceptable levels of efficiency, productivity, and effectiveness as quickly as possible. We have invested a great deal of effort, time and money m providing training and experience to our employees. We must, therefore, use all available means to keep trained employees and their work performance at the highest possible level.

I want personal and immediate involvement of supervisors, at all levels, to recognize declining performance. Employee problems cost the Army time, money, and trained personnel. We can't afford to lose any of these resources. I also call upon all employees to make use of this service even if there is no declining work performance. In these days of downsizing and economic hardships, the EAP services can be invaluable in assisting employees with the resulting stress.

I am strongly committed to the high productivity and the welfare of our civilian work force and its supervisors. I, therefore, urge all civilian employees to make full use of the services available through the EAP. To seek assistance call 678-1957.

This guidance supersedes CG-15-94, dated 26 Sep 94.

STEVEN W. FLOHR
Brigadier General, USA
Commanding

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